

I received call from ATT to solicit local and long dist telephone service around Dec.16, 2002. Agreed to \$25 mo plus local taxes which would total about \$3 per their salesman. The offer was to include an introductory credit of \$25 first mo and 1 hr free long distance for next 6 mos. If not satisfied, they would pay for any charges to go back to southwestern bell. I specifically inquired about fees and add-ons since the telephone company I was presently with had about \$10-12 of fees, taxes, line charges, surcharges etc. He guaranteed that all of those fees were in the \$25 and that all I would be billed in addition to the \$25 would be local taxes totalling about \$3. I received first bill for charges 12/18 through end of January. Bill was \$43 which included credits of \$25 and \$3.78 for long dist(the actual bill would have been about \$73 for 6 weeks service?). It included numerous charges, surcharges, min long distance fee(which I specifically stated I did not want when initial conversation took place). I called ATT and wanted an explanation of this bill since this was not what I had agreed to. I spoke with 3 separate people including one supervisor who basically all told me this was the package I had and that they were not responsible for what I was told by the person who solicited my business. I was shocked at their response and said that I wanted to switch back to SWB and they told me to go ahead. They would not waive any of the charges on my bill, nor would they reimburse me for the charges incurred to return to SWB (which I was specifically promised when I signed up for their service).

My feeling is that they must receive numerous calls from unsatisfied customers since they all had the same pat answers. Their position was unbending since they have everything to gain at the consumers expense. Please help to rectify this problem as I am sure I am not the only one that has been taken advantage of by their underhanded practices. I just did not expect it from such a large and what I thought respectable company. I took them at the word of their salesman who said he was representing ATT. Then ATT tells me they cannot be held responsible for what he promised me. This does not make sense but I guess it does make "cents" for ATT.

